

Service Area Strategic Plan

Department of Social Services (765)

Service Area 1 of 33

Training and Assistance to Local Staff (765 451 01)

Description
The Training and Assistance to Local Staff service area is dedicated to establishing an effective infrastructure to support an internal and external training delivery system, producing a fully trained and skilled workforce to meet the needs of our customers.
Background Information

Mission Alignment and Authority

- *Describe how this service supports the agency mission*

By developing an effective training delivery and learning management system, we become a high performing workforce engaged in continuous education and ensure our ability to accomplish the agency's mission.

- *Describe the Statutory Authority of this Service*

Code of Virginia § 63.2- (204, 208, 219, 226, 312, 1502, 1504, 1604, 1700, 1704, 1709, 1732, 1733, 1800 and 1914)

Customers

Agency Customer Group	Customer	Customers served annually	Potential annual customers
Community and Volunteer Organizations (potential unlimited)	Community Action Agencies	26	26
General Public (served unknown; potential unlimited)	Employees	12,000	12,000
Governmental Entities (served unknown; potential unlimited)	Local Departments of Social Services	120	120
Businesses (served unknown; potential unlimited)	Providers	6,949	0
Governmental Entities (served unknown; potential unlimited)	State and local government	5	0

Anticipated Changes To Agency Customer Base

As referenced in several recent studies (JLARC, DHRM), social services professionals will be eligible for retirement. VDSS needs to ensure that succession planning activities are in place to ensure continuity of services to customers.

Partners

Partner	Description
Community Action Agencies	
Local Departments of Social Services	
State Agencies	
Virginia Institute for Social Services Training Activities (VISSTA)	

Products and Services

- *Factors Impacting the Products and/or Services:*

Training services are constantly changing to meet the needs and demands of a diverse workforce and customer base. Several factors will impact our products and services. They include: increase in the Spanish-speaking population in Virginia, more emphasis on e-learning, accountability at all levels, and expectations for a highly-skilled and self-directed workforce able to meet changing demands and needs.

- *Anticipated Changes to the Products and/or Services*

VDSS and its partners in the social services system plan to implement a comprehensive learning management system and an array of training opportunities to equip every employee to perform their assigned responsibilities.

Recognizing the need to develop and nurture an environment where continuous learning and development are encouraged, an extensive internal training plan is under development. Integration with the Commonwealth of Virginia's Knowledge Center is a key component of this plan and readily offers opportunities for enhanced training focused on leadership development, customer services/relations and ongoing employee development.

Establish performance-based training contracts and enhance policies and procedures to ensure the highest level of accountability from all sub-grantees. Risk-based monitoring strategies should be implemented. Regular on-site visits should be conducted. Competition should always be encouraged to ensure the best services and products for our workforce.

- *Listing of Products and/or Services*

- Support of organizations serving communities
- Support services (e.g., HR, IS)

Finance

- Financial Overview*

Funding for the Training program comes from general funds and federal funds. The federal funds come from various sources, including Title IV-E Foster Care, the Social Services Block Grant (SSBG), Food Stamps, Medicaid, and the TANF Block Grant.

- Financial Breakdown*

	Fiscal Year 2009		Fiscal Year 2010	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$3,531,819	\$9,796,154	\$3,531,819	\$9,796,154
Change To Base	\$0	\$0	\$0	\$0
Service Area Total	\$3,531,819	\$9,796,154	\$3,531,819	\$9,796,154

Service Area Objectives

- Provide a comprehensive learning system that supports employee knowledge and development

Alignment to Agency Goals

- Agency Goal: Cultivate a high performing, diverse and well-trained workforce that is engaged in continuous learning

Objective Measures

- Percentage increase in the number of local employee training and developmental activities provided annually

Governor's Key:

No

Measure Type:

Output

Measure Frequency:

Annual

Frequency Comment: Number of employee training and development activities provided annually

Measure Baseline: 978 local employee training and development activities were conducted in SFY 2005

Measure Target: The number employee training and development activities will increase 10% by the end of SFY 2010

Data Source and Calculation: The data will be captured from agency reporting systems. Eventually, tracking through the Commonwealth of Virginia's Knowledge Center will be available.